

## **FAMILY SUPPORT WORKER/HOME VISITOR**

**JOB TITLE:** Family Support Worker/Home Visitor

**GRADE:** 8

**JOB CODE:** 2220

**DATE:** 09-25-02

**GENERAL FUNCTIONS:** Under the direction of the Program Coordinator and/or Supervisor will be responsible for initiating and maintaining regular and long term contact and provide support to first time voluntary parents during the prenatal period and extending up to but not inclusive of the child's second birthday. The entry-level incumbent would participate in on the job training programs to become knowledgeable to introduce parenting skill development while building on the existing strengths of the family and to empower families to make their own decisions while remaining non-judgmental, flexible, and respecting the values and beliefs of the communities and families they serve. The responsibilities include home visitations that may take place in the client's home or another community site if justified, that include (a) monitoring of the child's, mother's, and family's progress by making referrals to community resources; tracking appointments to ensure they are being kept; performing follow-up services as identified; and performing periodic evaluations of the participants' changing needs, (b) preparation and maintenance of case records which shall be documented with contacts, services needed, reports, and progress, (c) Consultations, and (d) Crisis assistance.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Conduct initial home visit following Parent Visitor assessment with first time parent/s and or families (eligible, voluntary participant) to establish rapport and planning for providing services as qualified by the provider.

Provide regular planned visits to establish a trusting relationship for voluntary eligible HANDS participant/s to assist first time parent/s and or families with child development, parenting skills, health services and other needed resources identified at assessment or during visits.

Facilitate families in securing of prenatal/child health services, referrals, and appointments with other supportive agencies such as resource centers, health providers, schools, head start, and family preservation services.

Document case record and records home visit logs accurately on each contact, progress, service need, and completes reports as required.

Maintain confidentiality of program information obtained from home visit/s and exchanged while communicating with community and support service providers.

Confer with Program Coordinator and/or Supervisor in cases involving potential collaboration with other service providers.

**JOB TITLE:** Family Support Worker/Home Visitor (continued)      **JOB CODE:** 2220

Maintain weighted caseload of 30 (Goal: 3-4 completed home visits per day)

Respond and answer inquiries from eligible HANDS participants, community agencies, support service providers and the general public regarding the HANDS program (eligibility, services provided, procedures to participate, etc.)

Attend case conference, in service trainings and supervisory sessions as required by program protocol.

**SUPERVISION RECEIVED:** General supervision with alternating periods of autonomy and general review. Supervisor plays substantial role in setting objectives and is available to answer questions as necessary. Mandatory supervisory sessions 1 ½ hours per week. (Part time and part time 100 employees will receive appropriate supervisory sessions per week).

**SUPERVISION EXERCISED:** none

**JOB SPECIFICATIONS:**

**Knowledge**

Basic knowledge of grammar, spelling, and punctuation

Basic knowledge of time concept and accountability

**Ability**

Ability to deal courteously and communicate effectively with employees and the general public supplying general information and direction in a clear, concise manner

Ability to maintain alphabetical, numerical, and subject filing systems

Ability to learn assigned tasks readily, to prescribe to departmental routine, and follow moderate to difficult written instructions

Ability to operate personal computer

Ability to work under stress to meet schedule deadlines

Ability to operate a motor vehicle

Ability to perform duties in various work environments within private homes and various weather conditions

**JOB TITLE:** Family Support Worker/Home Visitor (continued)

**JOB CODE:** 2220

**On the job-training requirement needed within 6 months of hire in order to advance:**

HANDS home visitor core training (Must be completed before family contact can occur)

HANDS wrap-around required training (Specific topical areas checklist)

CPR Certification

Working knowledge of geographic area and or ability to locate participants and community resources with use of maps, contacts, and directions provided

**Minimum Education, Training, and Experience Requirements:** High School Diploma or GED. Experience in a Social or other health related field such as but not limited to working with children, teens and adults in a daycare, medical office or facility, school, etc...that provides a medical or a community support service.

**SPECIAL REQUIREMENTS:**

Must be 18 years of age

Must have telephone accessibility

Must have reliable transportation and valid Drivers License

Criminal background check

**The intent of this job description is to provide a representative summary of duties and responsibly that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**